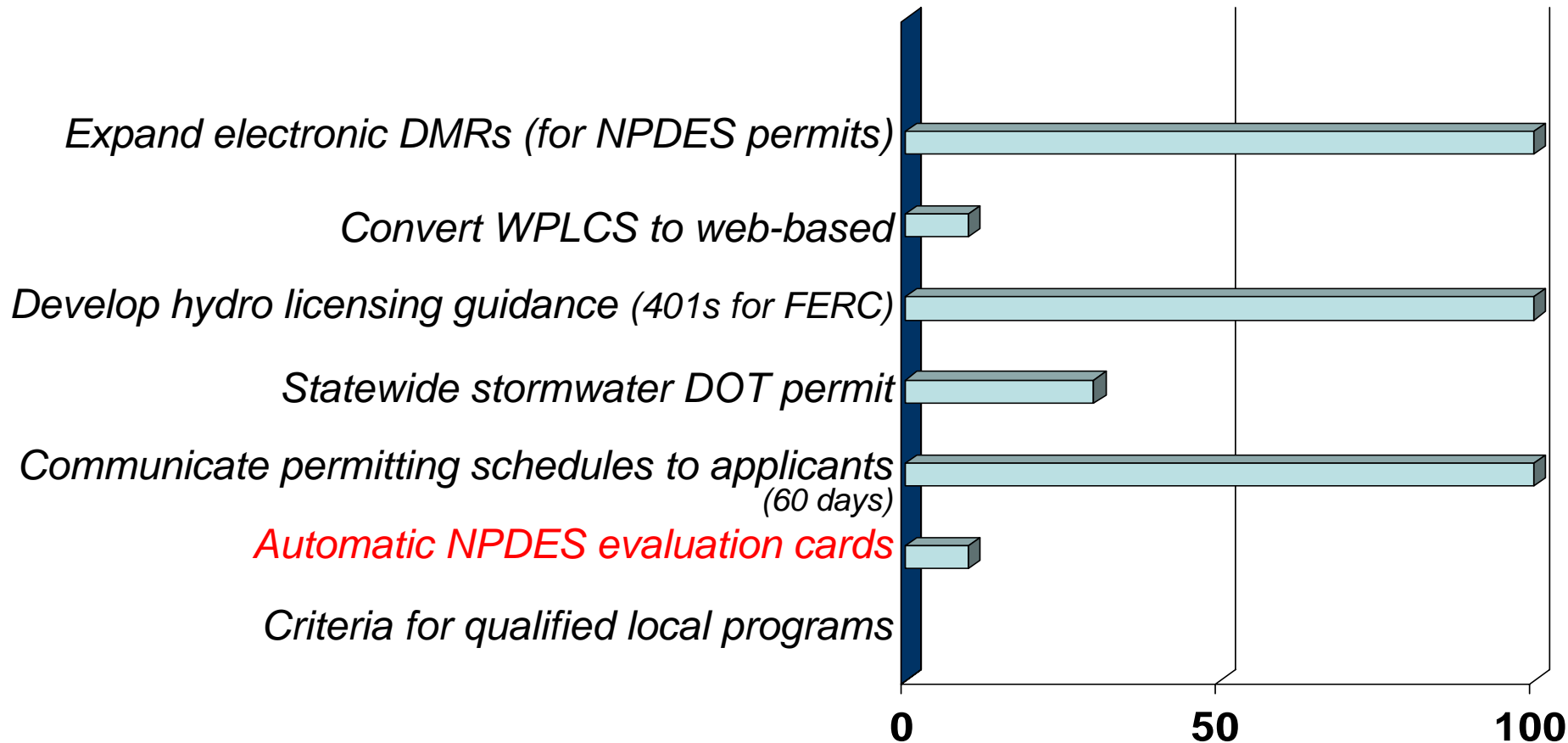


REGULATORY IMPROVEMENT

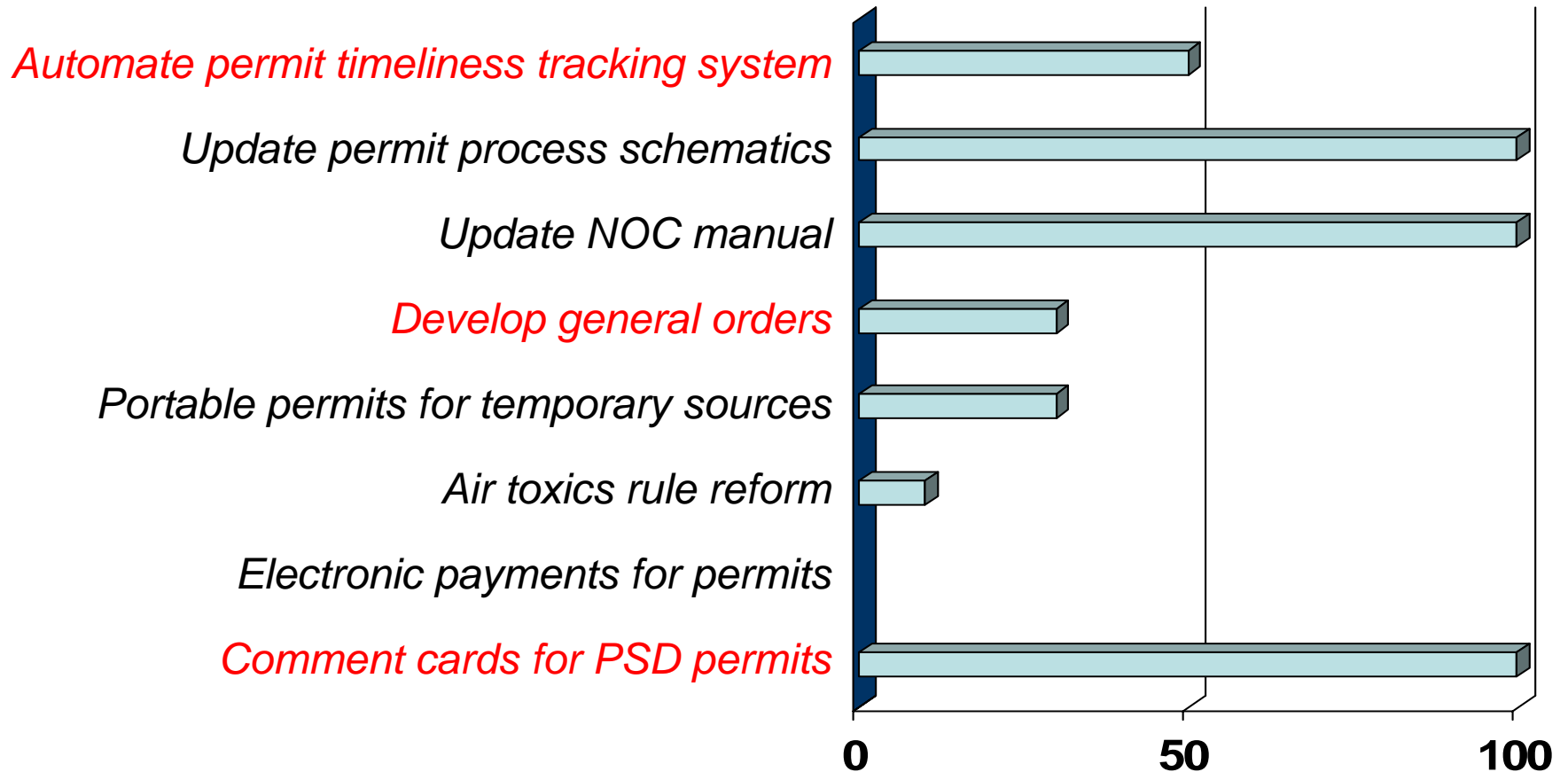
at ECOLOGY

- ***How are we doing? (Program progress)***
- ***Where are we going? (GRIP and RPAG)***

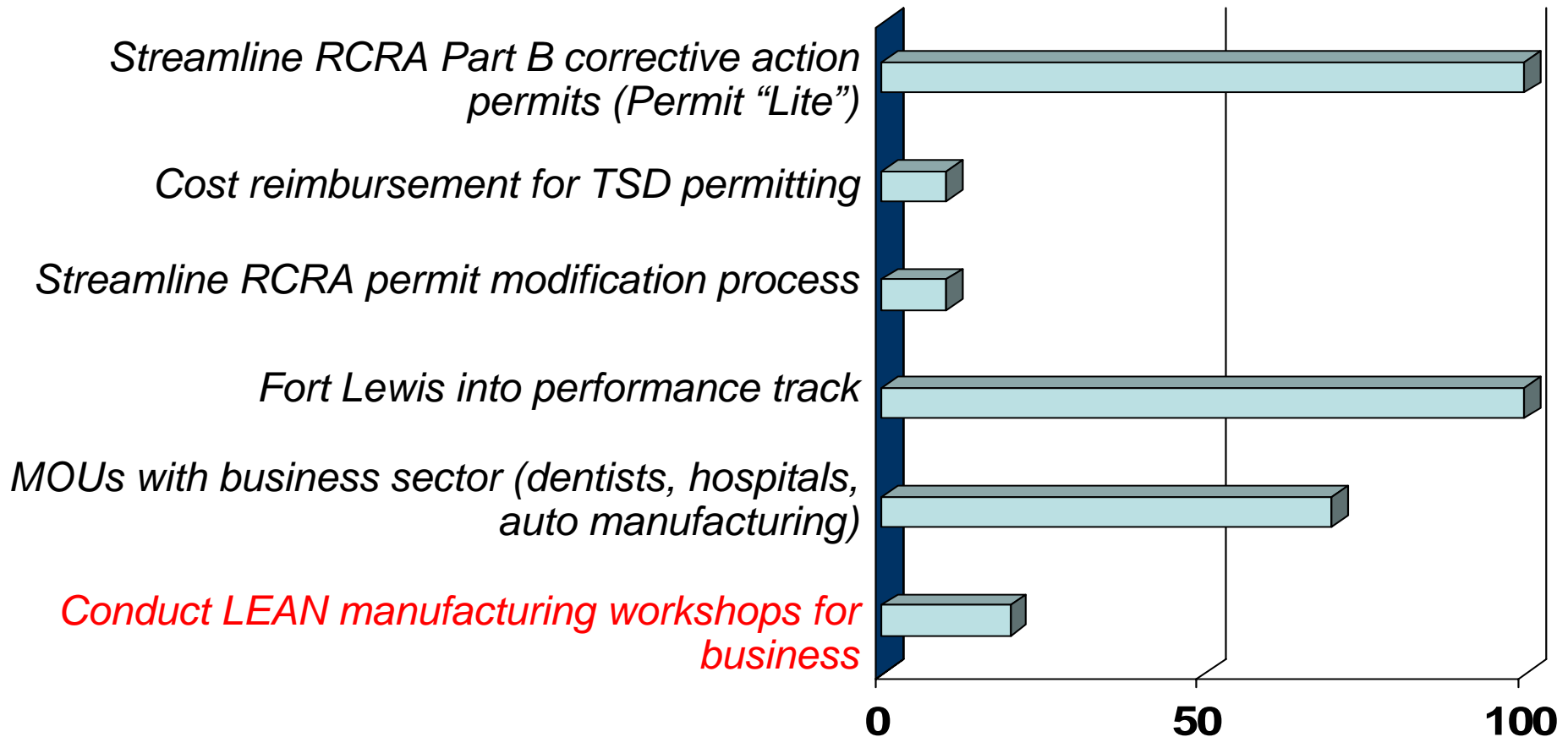
WATER QUALITY



AIR QUALITY



HAZARDOUS WASTE



WATER RESOURCES

Streamline water rights:

Permit writers handbook

Form permit writers quality team

Adopt uniform processing procedures

Fill program training coordinator position

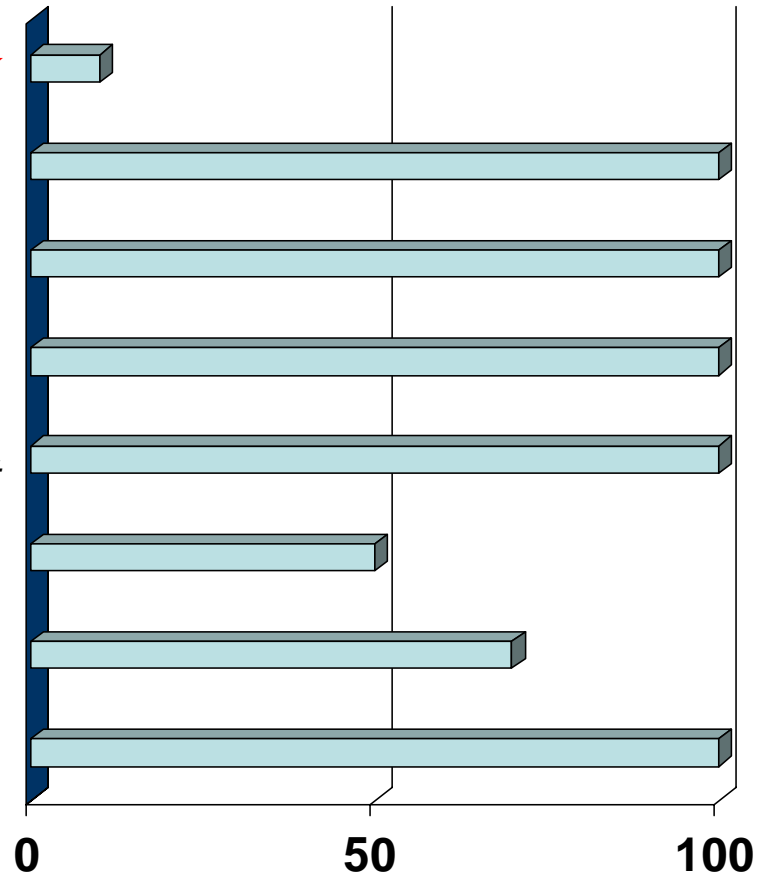
Enhance WR information management system:

Application forms & instructions on internet

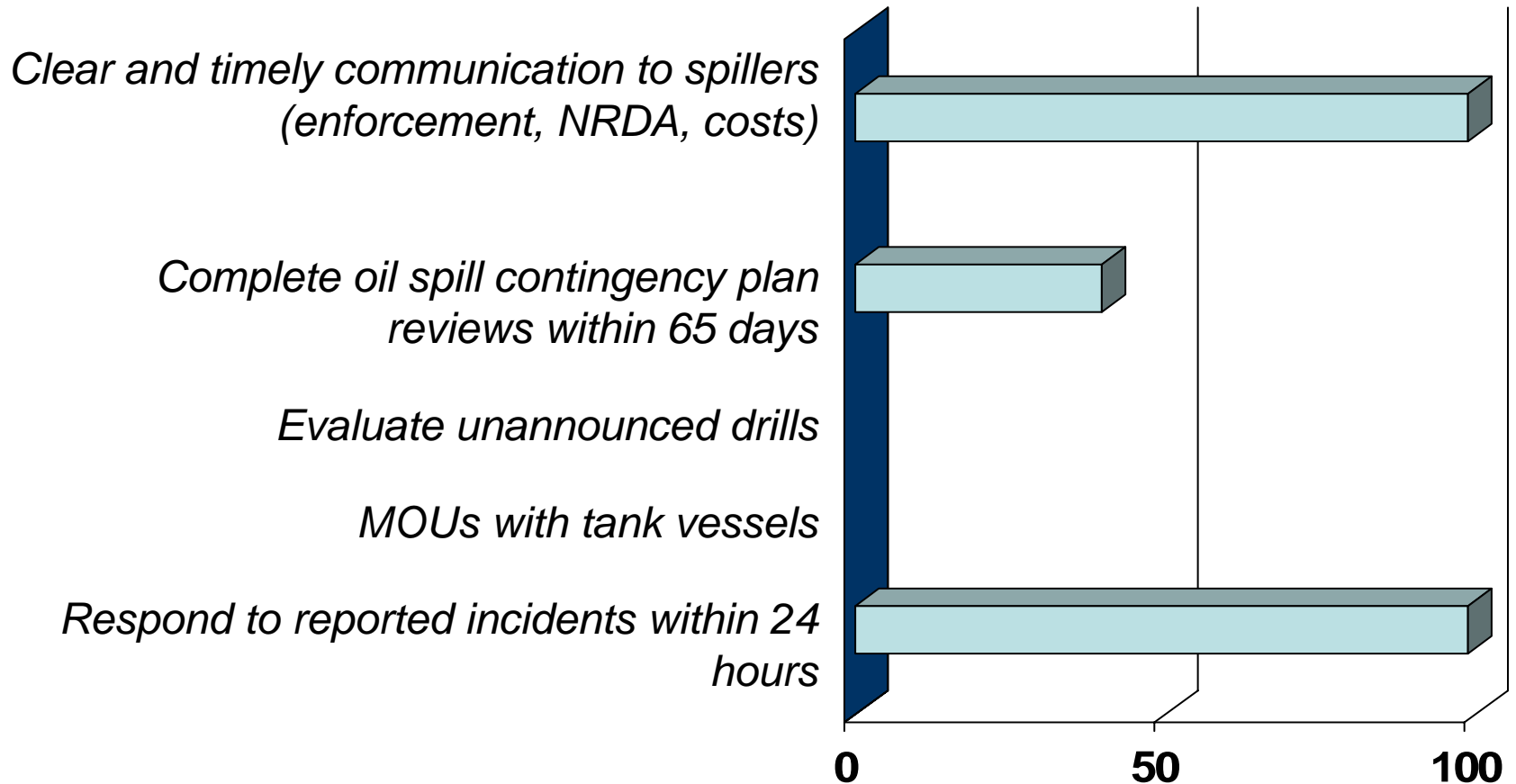
Develop water use permitting database

Map GIS water rights

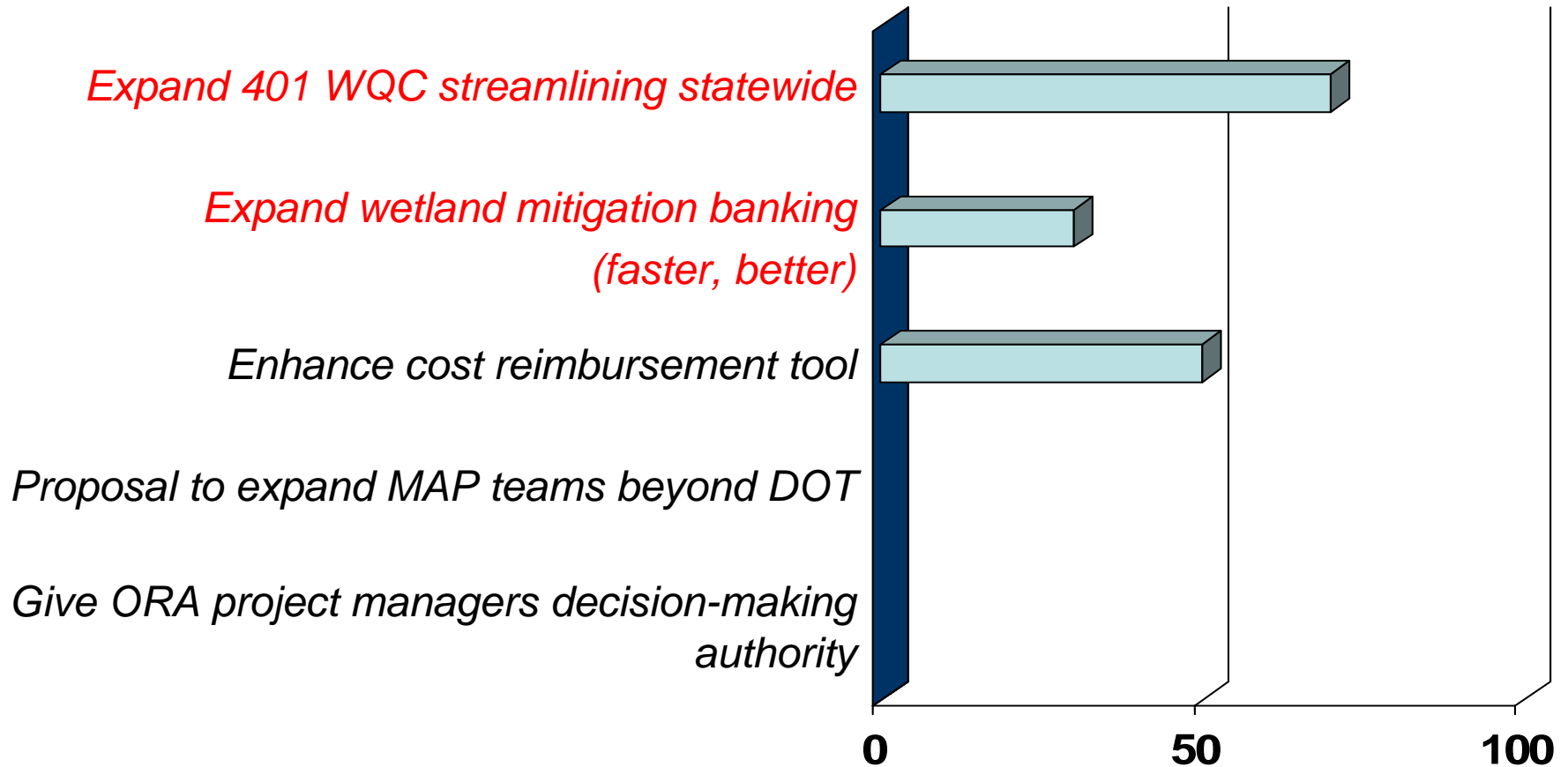
Develop trust water database



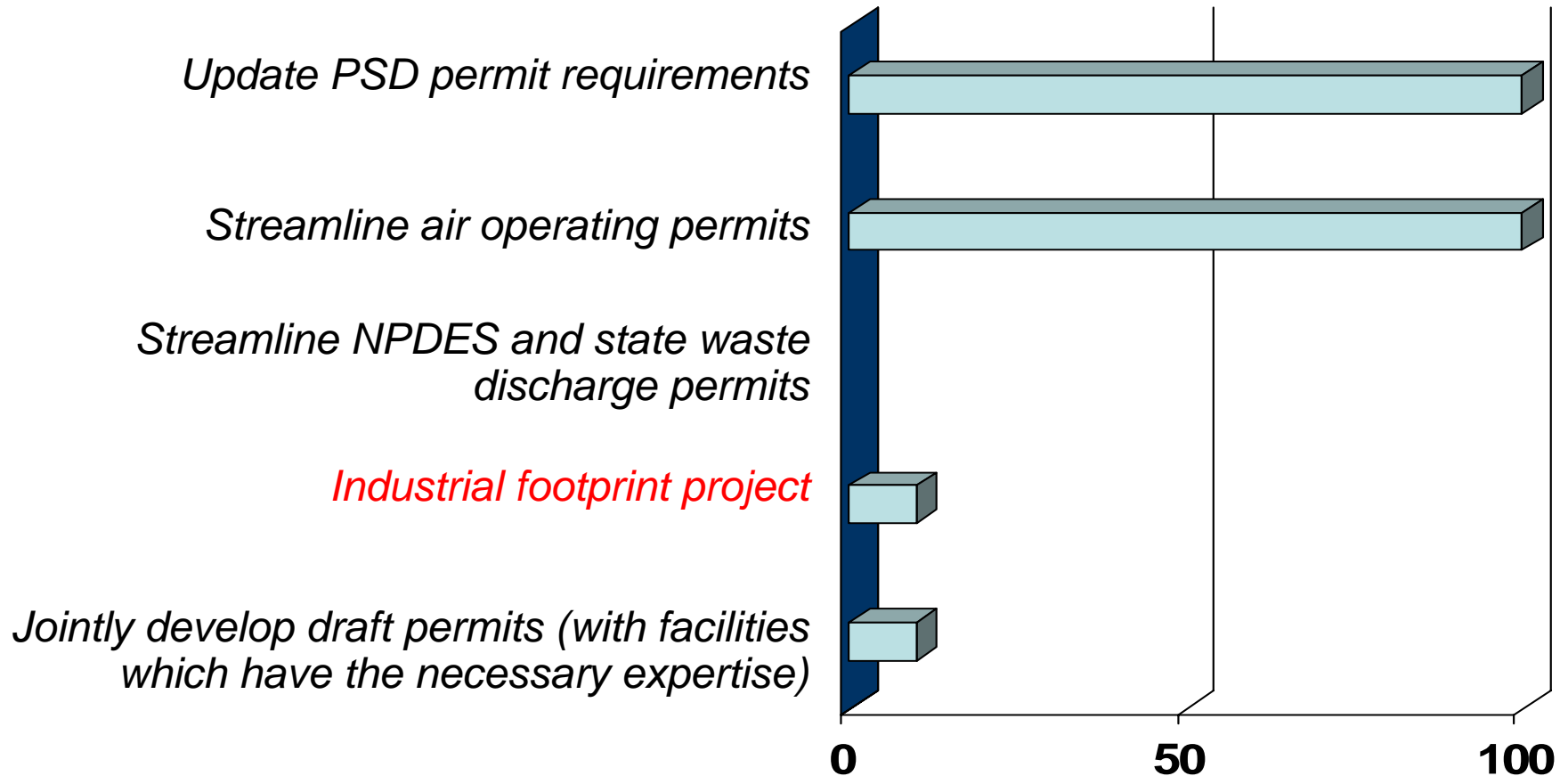
SPILLS



SHORELANDS



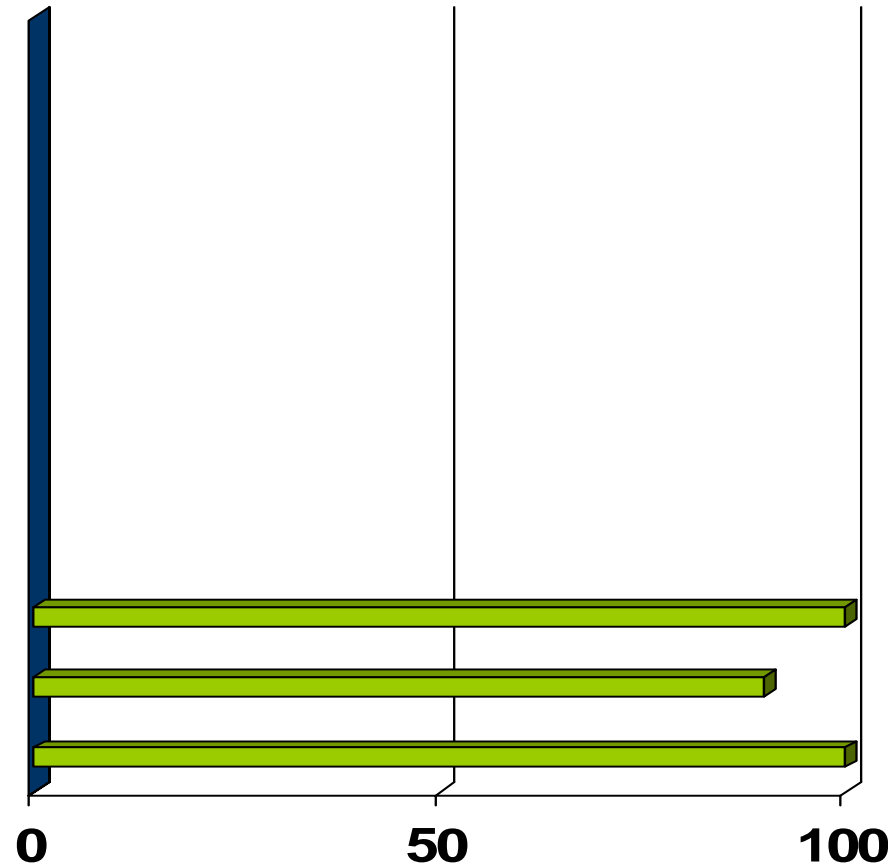
SOLID WASTE/INDUSTRIAL



Toxics Cleanup

Enhance the voluntary cleanup program:

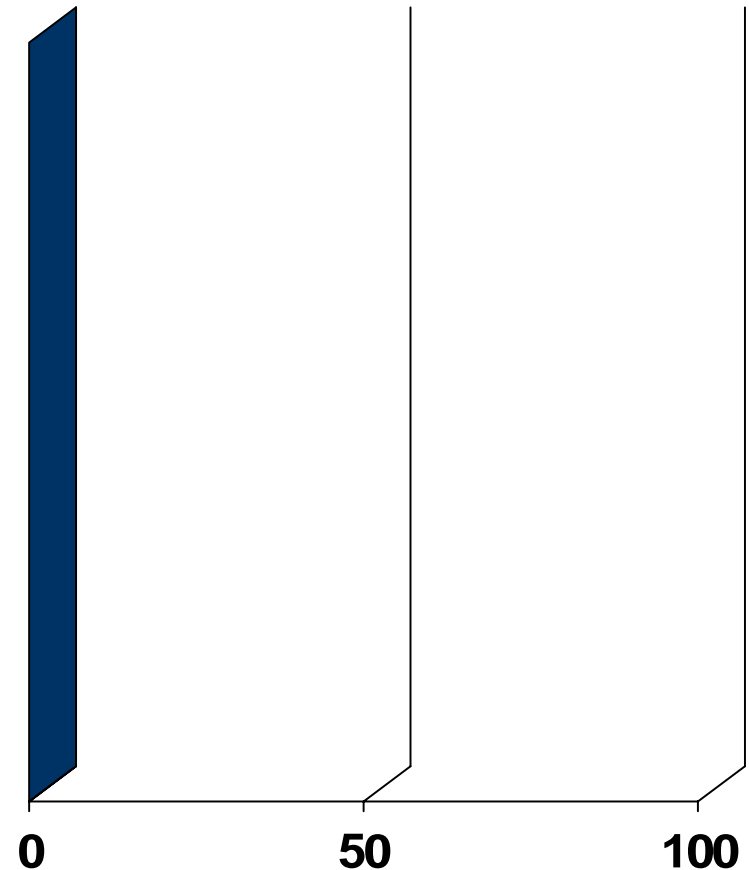
- Manage workload programmatically rather than regionally (ONGOING)
- Better manage overflow work (ONGOING)
- Analyze VCP requests to better shift resources (ONGOING)
- **Improve timeliness in responding to applicants** (ONGOING)
- Prioritize clean sites funding
- Provide 100% funding for RA grants
- Complete capacity analysis for VCP staff



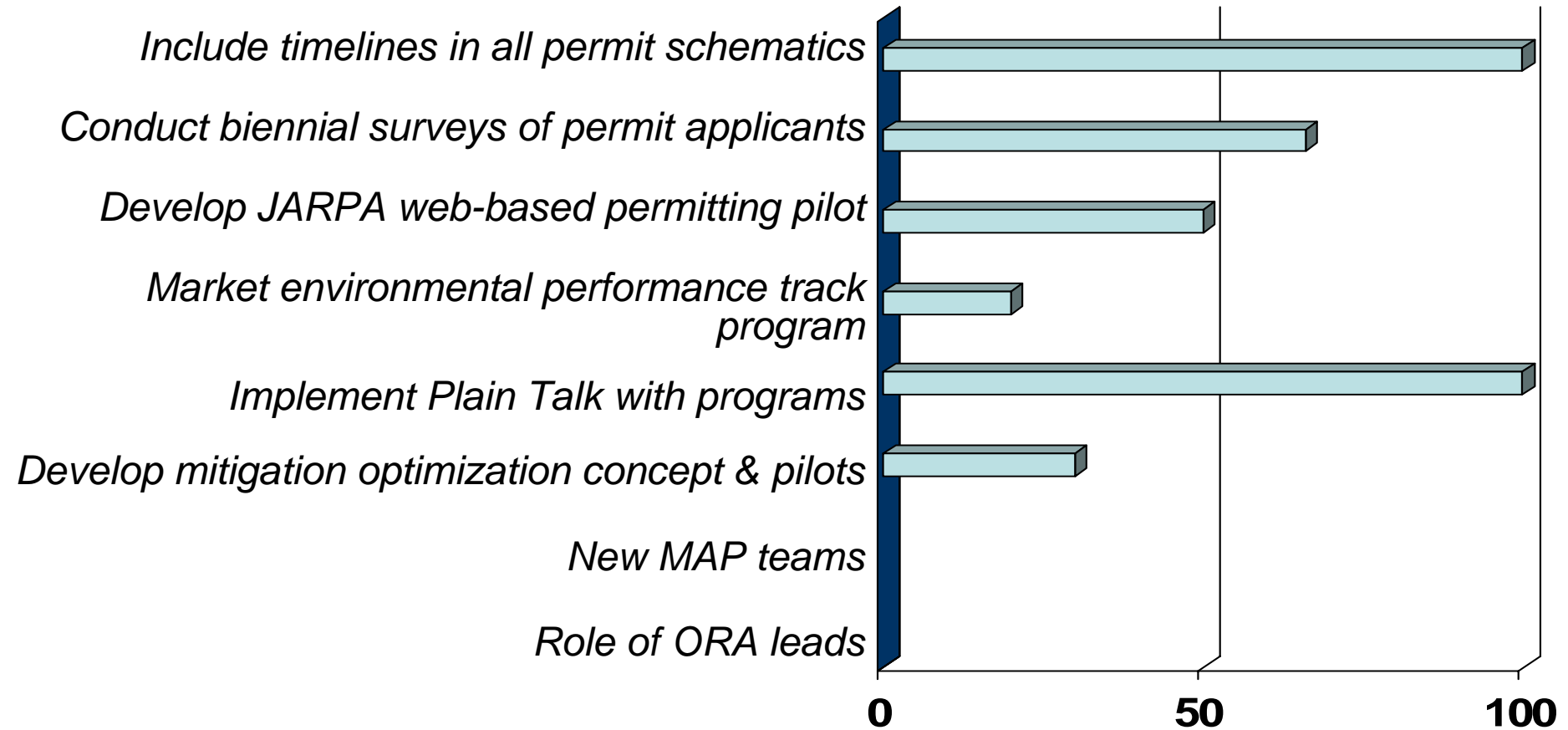
NUCLEAR WASTE

Using innovative regulatory strategies to move Hanford cleanup forward

- Use temporary construction authorization for the Integrated Disposal Facility (ONGOING)
- Use R & D demonstration permit approach for closing C-Tank Farm (200 series) (ONGOING)



ORA AND EXECUTIVE OFFICE



EXECUTIVE ORDER ON REGULATORY IMPROVEMENT

Improve, Simplify and Assist

Governor Gregoire's management agenda requires all agencies to:

- Improve performance
- Make service delivery more responsive
- Be accountable to citizens for performance and results.

Governor's Executive Order

- Agencies will develop a single, secure, online licensing, permitting, regulatory and tax collection system.
- Permit agencies will take a systems approach to permit and license applications and reviews.
- Agencies will use appropriate input and feedback methods
- Agencies will make their processes understandable to citizens and businesses.
- Agencies will establish standards for service delivery, will regularly measure progress, and will report quarterly through agency GMAP sessions.
- The ORA director will oversee the Governor's Regulatory Improvement Program.
- The Governor's Special Assistant for GMAP will provide support and guidance to agencies in developing measures, targets, and standards.

Regulatory Performance Advisors (RPAG)

Shifting Culture and Improving People Skills

- Ecology has really made a difference
- Would like to know more about performance management at Ecology
- What are our performance measures?

Permit Streamlining

- Continue progress; keep the focus
- Improved interagency coordination; clear communication
- One contact/ombudsman/MAP team